

Community Development Department
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COMMUNITY DEVELOPMENT SATISFACTION SURVEY

FRONT COUNTER CUSTOMER SERVICE

Today's Date: ____/____/____

1) Which Division(s) did you have contact with? (Check all that apply)

☐ Engineering ☐ Planning and Zoning ☐ Building Safety ☐ Community Development Administration

2) Do you recall the name(s) of the Staff member that assisted you? (Optional response) ☐ Yes ☐ No

If so, please indicate name(s) _____

3) Are you : ☐ Property Owner ☐ Architect/Engineer ☐ Contractor/Builder ☐ Developer ☐ Consultant

☐ Other, please specify _____

4) What type of project did you inquire about? ☐ Residential ☐ Commercial ☐ Industrial

☐ Other, please Specify _____

5) Purpose of visit: ☐ Scheduled Meeting with Staff ☐ Discuss Outstanding Issues with Staff ☐ File an Application

☐ Obtain a Permit ☐ Obtain Information ☐ Other, please Specify _____

6) Please rate the following statements on a scale of 1 to 5 where 1 is Strongly Disagree and 5 is Strongly Agree

(Circle the number that applies)

A) Staff was helpful and informative.	1	2	3	4	5	Not Applicable
B) The information provided met my expectations.	1	2	3	4	5	Not Applicable
C) Printed materials were available, accurate and easy to understand.	1	2	3	4	5	Not Applicable
D) Overall, the Department provided excellent customer service.	1	2	3	4	5	Not Applicable
E) Even though I did not agree with staff's response, I was treated professionally and with courtesy.	1	2	3	4	5	Not Applicable

APPLICATION PROCESS

In an effort for continual improvement we would like your input on the following:

1) Have you ever gone through the development services approval process? ☐ Yes ☐ No

2) With what division did you go through the approval process? (Check all that apply)

☐ Building Safety ☐ Engineering ☐ Planning and Zoning

3) How long did the process take? _____

4) If you felt this process took too long, how long do you feel it reasonably should have taken? _____

5) If you could improve something about the process what would that be? _____

Comments and Suggestions (attach additional sheet if needed). _____